

Student Services Area Council Zoom Meeting
Monday, November 10, 2020, 2:00pm-3:00pm

Chairperson: Ross Miyashiro

Recorder: Lucy Nelson

Members: April Bernabeo, Breeanna Bond, Katherine Bonilla, Angie Cholico, Marco Colom, Junnette Fariolen, Brian Krause, Ann Libadisos, Coleen Maldonado, Toni Newman, Diane Swendell, Henry Ta, Nina Wong

Attendees: April Bernabeo, Breeanna Bond, Katherine Bonilla, Marco Colom, Brian Krause, Ann Libadisos, Coleen Maldonado, Diane Swendell, Nina Wong

The meeting began at 2:01 p.m.

Review of October 12th meeting minutes

1. Laptops and MiFi's are still available for students to borrow by completing an online form.
2. In the final stage of development of the new web structure.
3. Social Justice Center will be developed by the Student Experience and Race Equity Committee – chaired by ASO President Giancarlo Fernandez. The center maybe be located in the Communications Building Room 204 where HR used to be.
4. Brian Krause volunteered to give demo for Otter software in a few weeks for Chief Student Services Officers, VPs and people from the Chancellor's Office.
5. The Student Social Hour was fun and successful, and hope to have more of these events next semester.

Federal Work Study Students and Student Support

1. A large number of federal work study students are available for jobs and there are not enough positions for them. Ross is developing a movement to create more federal work study student jobs.
2. Ideas for a proposal: give students 2-months paid training (similar to what student ambassadors receive) in technology, equity-mindedness, customer service and FERPA. Hopeful to start training in January 2021 to be ready at the beginning of Spring 2021. Use students in these areas:
 - a. Guided Pathways
 - b. Equity gaps – if students don't make it to class, FWS student can call student to see why.
 - c. Basic needs – have every student armed with laptop with Jabber software while helping students.
 - d. Technology support
 - e. DSPS support
3. Committee recommendations for FWS student jobs:
 - a. In SRC, use FWS students in the High-Tech Center and train them on Canvas, Zoom, Microsoft Office (including 365), registration process, add/drop process. Students can be used to assist students with disabilities as class assistants and note-takers (Otter, OneNote) and help students navigate Canvas, develop study skills as a remote learner,

- and buying/renting and reading electronic books (Read & Write). These students can learn walking routes to help low vision or blind students navigate the campus.
- b. Station peer success coaches in different areas, including the Social Justice Center.
 - c. As a Student Success coach for Career Pathways – peer connection to support. Student Success coaches would check in with students on a regular basis through text messages and phone calls to make sure they are doing all right in life and in classes.
 - d. Assist returning students and coach them through the onboarding process.
 - e. Great addition to Guided Pathways success teams to provide presentations in Pathways classes on the student support services available to students. Focus on equity gaps by contacting students if they don't show up for class and find out what they need to make it to class – address their basic needs.
 - f. Give tours on campus – take students on virtual tours to support places on campus.
 - g. Assist other students in Financial Aid virtual workshops.
 - h. Build an online community with the help of *Engage* software, which will be on the November Board agenda. The program will be used as a hub where students can find out about all the different student clubs on campus (i.e. SEAC, Inter-Club Council, ASO, etc.) and find club event information, all in one place. It will list club rosters and positions. The software is used at Whittier College: <https://whittier.campuslabs.com/engage/>. Katherine will find out if Engage could be used by other ECC programs.
 - i. EOPS, CARE, CalWORKs and Guardian Scholars use their own peer mentors who help students with registration, formulating ideas for an ed plan before seeing a counselor in to expedite the appointment and have questions ready. CARE uses peer mentors to assist students with LA County paperwork and get them acclimated to the requirements of the program. CalWORKs uses peer mentors to help probation students and reach out to those who are not meeting standards and help with the SAP appeal process and LA County paperwork.
 - j. Suggest looking in ECC Connect/Star Fish Early Alert and use FWS students to reach students within 24 hours who are having difficulties and/or failing. Help with struggling students especially through follow up and after when students are out of their struggling phase.
4. ECC tutoring program will be consolidated and overseen by Academic Affairs and Student Services can replace them with peer support. Will continue to work with Academic Affairs and the tutoring program.
 5. Ross's theoretical framework for this proposal fits with Maslow's hierarchy of needs, where FWS students will provide the help students need in the first four levels of the pyramid (physiological needs, safety needs, belongingness and love needs, and esteem needs) before students can get to the self-actualization level in the classroom to obtain their highest dreams.

Topics from Council Members

ASO – Katherine Bonilla

1. The last Trivia Thursday for fall will be on December 3; the next Trivia Thursday is scheduled on November 12 at 7pm on Zoom and will be on black indigenous people of color historical figures. Students won great prizes at past events such as Chromebooks and GoPros. The link can be found on the ICC webpage.

2. ASO Propositions Town Hall event was successful and informative. Hoping to hold future student town halls.
3. ASO Senators have office hours posted on ASO website. Please encourage your students to talk to Senators about their questions and concerns.
4. ASO is brainstorming ideas on how to better support the Warrior Pantry.
5. SEAC is partnering with the LGBTQIA+ Safe Zone Committee to host the Trans* Awareness Day Event today at 4pm – 87 people have signed up to attend.

Reopening Campus

1. Discussed the reopening of campus document. Student Services will have their own implementation team and will involve April and Brian from the SRC. Reopening campus may not happen until summer/fall 2021. Concern about SRC students who say they cannot wear a mask due to disabilities. Collaboration between Student Health Services and SRC will decide on the protocol on what to say to or how work with these students.

Campus Police – Nina Wong

1. Campus Police, Athletics, MADD and Student Health Services is hosting a DUI Safety Forum and Memorial event on 11/18/20 from 1:00-2:00pm on the dangers of drunk driving. The event includes presentations from different departments and a memorial for ECC baseball student killed in a drunk driving accident. Marketing should be sending out the flyer soon. Nina keeps a log of such events for federal government audits.

Campus Events Calendar: There is a campus calendar overseen by MarComm. Does everyone know about this calendar and is it maintained on a regular basis? Ross will talk to Ann O'Brien to make the calendar entry point easier for employees to enter events and ask them to send a campus-wide email on the upcoming week's events.

CARE – Breeanna Bond

1. Annual Holiday event – working to have students to complete their wish list on Amazon then send the list to the CARE staff. Asking for monetary donations to use to purchase items from students' wish lists. Trying to find a more direct way for donors to pick out actual gifts but may not happen due to logistical and space issues. Keep an eye out for Perry the Penguin in your emails! Send Breeanna your ideas and suggestions. Suggestion made to use the Warrior Pantry and use the Student Services Building hallway for set up (same set up that will be used to make up Thanksgiving bags).
2. New Assistant Director of EOPS/CARE/CalWORKs/Guardian Scholars was hired.

The meeting ended at 2:58 p.m.